



ENGINEERING, PROGRAM MANAGEMENT, TECHNICAL & SUPPORT SERVICES

**GENERAL SERVICES ADMINISTRATION**  
**Federal Supply Service**  
**Authorized Federal Supply Schedule Price List**

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!, a menu-driven database system. The INTERNET address for GSA Advantage! is: [www.GSAAdvantage.gov](http://www.GSAAdvantage.gov).*

**Federal Supply Group: MAS**  
**Schedule Title: Multiple Award Schedule**  
**FSC Class: R422, R499, R701**

**Contract Number: GS-00F-0068M**

*For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov).*

**Contract Period: May 16, 2002 through May 15, 2022**

**Quality Support, Inc.**  
Address: 2560 Huntington Ave, Suite 502  
Alexandria, VA 22303-1448  
Phone Number: 571-777-6656  
Fax Number: 571-777-6657  
Web site: [www.qualitysupport.com](http://www.qualitysupport.com)  
Contact for contract administration: Scott Beaulieu  
Email: [sbeaulieu@qualitysupport.com](mailto:sbeaulieu@qualitysupport.com)

**Business size: Service-Disabled Veteran-Owned Small Business (SDVOSB)**

**Current as of Modification Number: A812    Effective Date: February 14, 2020**



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**Quality Support, Inc:**

As a 30-year old engineering, program management, technical services, and program support professional services firm, operating as a VA CVE-Verified Service Disabled Veteran-Owned Small Business (SDVOSB), Quality Support and our CEO, Scott Beaulieu USN (Ret), are committed to assisting government agencies meet mission-central requirements with dependable, professional and quality support.

Further, as a Service Disabled, Veteran-Owned Small Business (SDVOSB), Quality Support is eligible for set-aside and sole source procurements. Quality Support, Inc. has earned a reputation for providing superior, cost-effective, and timely engineering, technical, management and administrative support worldwide with our service groups. We have dozens of high level security cleared team members ready to provide a wide array of engineering programs: ranging from the design and development, through the implementation, test and evaluation of complex hardware and software systems, business solutions, strategic focus, communication planning, event management and executive administrative support, either on-site or off-site, for long, short or emergency requirements. We can be anywhere, anytime with all of the resources needed for project success. Our clients are a diversified variety of government and commercial sector managers with directives and initiatives to better health, security and business processes.

Many of Quality Supports efforts to date have resulted in several accolades from the public sector to include winner of the SBA Washington Area Office, SBA 8(a) Graduate of the Year, SBA Veterans Small Business Advocate of the Year, a nomination for the U.S. Department of State's 2003 Small Business Prime Contractor of the Year, winner of the American Express Small Business Open Small Business competition for 2002, and positive features in local small business magazines and newspapers.

Our CEO, Scott Beaulieu USN (Ret), is committed to assisting government agencies meet mission government requirements with dependable, professional customer service, and our employees, executive staff and ownership pride themselves in continually providing nothing less than Quality Support!



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## CUSTOMER INFORMATION

- 1a. Table of awarded Special Item Numbers (SINs):

<u>SIN #</u>	<u>SIN Title</u>
561920 / 561920RC	Conference, Meeting, Event and Trade Show Planning Services
541910 / 541910RC	Marketing Research and Analysis
541810ODC / 541810ODCRC	Other Direct Costs for Marketing and Public Relations Services
541611 / 541611RC	Management and Financial Consulting, Acquisition and Grants Management Support, and Business Program and Project Management Services
OLM / OLMRC	Order-Level Materials (OLM)

- 1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

<u>SIN #</u>	<u>Model</u>	<u>Price</u>
541810ODC / 541810ODCRC	Pens	\$1.45

- 1c. See pages 6 for Labor Categories, Rates and Descriptions.

2. Maximum order for each SIN: (Enter data in table shown below.)

<u>SIN#</u>	<u>MAXIMUM ORDER</u>
541611, 561920, 541910, 541810ODC	\$ 1,000,000
OLM	\$ 250,000

3. Minimum order: \$ 100.00
4. Geographic coverage (delivery area): Domestic
5. Point(s) of production: Alexandria, VA
6. Discount from list prices or statement of net price: Net prices are included on this price list.)
7. Quantity discounts: none
8. Prompt payment terms: Net 30 days. Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold. YES
10. Foreign items: None
- 11a. Time of delivery: 30 days ARO
- 11b. Expedited delivery: Not Applicable



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- 11c. Overnight and 2-day delivery: Not Applicable
- 11d. Urgent requirements: Not Applicable
- 12. F.O.B. point(s): **Destination** -- Delivery charges are paid by the seller and included in the unit price.
- 13a. Ordering address:  
2560 Huntington Avenue, Suite 502  
Alexandria, VA 22303-1448
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on blanket purchase agreements (BPA's), are found in Federal Acquisition Regulation (FAR) 8.405-3
- 14. Payment address:  
2560 Huntington Avenue, Suite 502  
Alexandria, VA 22303-1448
- 15. Warranty provision: Not applicable
- 16. Export packing charges: Not applicable
- 17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level). Contact Vendor
- 18. Terms and conditions of rental maintenance, and repair: Not applicable
- 19. Terms and conditions of installation: Not applicable
- 20. Terms and conditions of repair parts: Not applicable
- 20a. Terms and conditions for any other services: Not applicable
- 21. List of service and distribution points: Not applicable
- 22. List of participating dealers: Not applicable
- 23. Preventative maintenance: Not applicable
- 24a. Special attributes such as environmental attributes: Not applicable
- 24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at [www.Section508.gov/](http://www.Section508.gov/): Not applicable.
- 25. Data Universal Number System (DUNS) number: 077523426
- 26. Notification regarding registration in the System for Award Management (SAM) database. Registration valid to Dec 19, 2020.



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### GSA Contract Rates:

Labor Category	SIN	Year Sixteen 5/16/2017 to 5/15/2018	Year Seventeen 5/16/2018 to 5/15/2019	Year Eighteen 5/16/2019 to 5/15/2020	Year Nineteen 5/16/2020 to 5/15/2021	Year Twenty 5/16/2021 to 5/15/2022
Program Coordinator	541611	\$117.01	\$120.05	\$123.17	\$126.37	\$129.66
Executive Officer 1	541611	\$162.52	\$166.74	\$171.08	\$175.53	\$180.09
Executive Officer 2	541611	\$195.05	\$200.12	\$205.33	\$210.66	\$216.14
Executive 1	541611	\$97.53	\$100.06	\$102.66	\$105.33	\$108.07
Executive 2	541611	\$117.03	\$120.07	\$123.19	\$126.40	\$129.68
Executive 3	541611	\$143.03	\$146.74	\$150.56	\$154.47	\$158.49
Management Consultant III	541611	\$200.72	\$205.93	\$211.29	\$216.78	\$222.42
Project Manager 2	541910,561920	\$72.38	\$74.26	\$76.20	\$78.18	\$80.21
Project Manager 1	541910,561920	\$53.41	\$54.80	\$56.23	\$57.69	\$59.19
Task Lead	541910,561920	\$46.30	\$47.50	\$48.74	\$50.00	\$51.30
Financial/Contracts Administrator	541910,561920	\$97.23	\$99.75	\$102.35	\$105.01	\$107.74
Sr. Administrative Assistant	541910,561920	\$62.93	\$64.57	\$66.25	\$67.97	\$69.74
Administrative Assistant	541910,561920	\$58.05	\$59.56	\$61.11	\$62.70	\$64.33
Technical Writer / Editor	541910,561920	\$122.23	\$125.41	\$128.67	\$132.02	\$135.45
Data Entry Level 1	541910,561920	\$42.53	\$43.64	\$44.77	\$45.93	\$47.13
Data Entry Level 2	541910,561920	\$43.76	\$44.90	\$46.07	\$47.26	\$48.49
Reproduction Specialist	541910,561920	\$37.29	\$38.26	\$39.25	\$40.27	\$41.32
Public Relations Specialist	541910,561920	\$42.35	\$43.45	\$44.58	\$45.74	\$46.93
Sr. Customer Support Specialist	541910,561920	\$36.66	\$37.61	\$38.59	\$39.59	\$40.62
Customer Support Specialist	541910,561920	\$32.06	\$32.89	\$33.75	\$34.63	\$35.53
Conference Director	541910,561920	\$97.23	\$99.75	\$102.35	\$105.01	\$107.74
Conference Manager	541910,561920	\$81.81	\$83.94	\$86.12	\$88.36	\$90.66
Conference Coordinator	541910,561920	\$78.64	\$80.69	\$82.79	\$84.94	\$87.15
Conference Support Specialist	541910,561920	\$47.18	\$48.41	\$49.67	\$50.96	\$52.29
Information Specialist	541910,561920	\$49.87	\$51.16	\$52.49	\$53.86	\$55.26
Technical Support Specialist	541910,561920	\$76.38	\$78.37	\$80.41	\$82.50	\$84.64

\* Job Descriptions for each Labor Category Follow



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\*\* Rates are inclusive of all discounts and Industrial Funding Fee.

The Service Contract Labor Standards (SCLS) are applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and/or when the Contractor adds SCLS labor categories/employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in the cancellation of the contract.



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Below are our Other Direct Costs (ODCs). There is no annual escalation on ODCs.

<b>SIN</b>	<b>SUPPORT PRODUCT/LABOR (ODCs)</b>	<b>CEILING PRICE/RATE OFFERED TO GSA (including IFF)</b>	<b>Unit of Issue</b>
541810ODC	Meeting Room (up to 100 people)	\$ 1,000.00	Day
541810ODC	Breakout Room (up to 100 people)	\$ 1,000.00	Day
541810ODC	Amphitheater (up to 400 people)	\$ 3,000.00	Day
541810ODC	Projector Screen 10x10	\$ 72.60	Each/Day
541810ODC	Wireless Lavalier Microphone	\$ 250.80	Each/Day
541810ODC	Wireless Hand-Held Microphone	\$ 112.80	Each/Day
541810ODC	Wired Microphone	\$ 59.40	Each/Day
541810ODC	Computer (desktop or laptop)	\$ 100.00	Each/Day
541810ODC	LCD Projector	\$ 924.00	Each/Day
541810ODC	Walkie Talkie	\$ 25.00	Each/Day
541810ODC	Printer	\$ 100.00	Each/Day
541810ODC	Copier-fax-printer (all-in-one)	\$ 100.00	Each/Day
541810ODC	Flip Chart	\$ 26.25	Each/Day
541810ODC	Badge Boards	\$ 47.00	Each
541810ODC	High Speed Internet Line	\$ 750.00	Each/Day
541810ODC	Land Line Phone Line	\$ 211.50	Each/Day
541810ODC	Pocket Folders	\$ 11.08	10/Pack
541810ODC	Pens	\$ 1.45	Dozen
541810ODC	Labels	\$ 29.39	1000/Box
541810ODC	Binders 2"	\$ 4.50	Each
541810ODC	#10 Envelopes	\$ 4.82	500/Box
541810ODC	9x12 Envelopes	\$ 11.54	100/Box
541810ODC	Rewritable CDs	\$ 37.46	50/Pack
541810ODC	Tabs- 5 Index	\$ 1.94	Each
541810ODC	Name Badge Holders & Inserts	\$ 63.74	100
541810ODC	Reproduction Paper	\$ 31.49	Carton
541810ODC	Tent Cards	\$ 21.41	50/Box
541810ODC	Signs	\$ 229.75	Each
541810ODC	Tote Bags	\$ 85.00	Bag
541810ODC	Hotel Drayage	\$ 20.00	Piece
541810ODC	Photocopying- b/w	\$ 0.10	Page
541810ODC	Photocopying- color	\$ 0.08	Page
541810ODC	Badge Insert Production full color	\$ 0.17	Each





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<b>SIN</b>	<b>SUPPORT PRODUCT/LABOR (ODCs)</b>	<b>CEILING PRICE/RATE OFFERED TO GSA (including IFF)</b>	<b>Unit of Issue</b>
541810ODC	Project Manager II	\$ 48.76	Hour
541810ODC	Audio Engineer	\$ 48.76	Hour
541810ODC	Screen Projection Engineer	\$ 48.76	Hour
541810ODC	Video Projectionist	\$ 47.50	Hour
541810ODC	Lighting Operator	\$ 47.50	Hour
541810ODC	Overflow Manager	\$ 48.76	Hour
541810ODC	AV Technician	\$ 250.00	Day
541810ODC	Sign Language Interpreter	\$ 335.38	Day
541810ODC	Facilitator	\$ 500.00	Day
541810ODC	Rapportour	\$ 40.00	Hour
541810ODC	Senior Rapportour	\$ 42.00	Hour
541810ODC	Web Designer	\$ 65.00	Hour
541810ODC	Honorarium	\$ 500.00	Day
541810ODC	Security Guard	\$ 18.00	Guard/Hr
541810ODC	Meal	\$ 44.00	Person
541810ODC	Break	\$ 9.45	Person



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### **Labor Category Definitions:**

#### **Commercial Job Title: Program Coordinator – SIN 541611 / 541611RC**

**Minimum/General Experience:** Six (6) years of experience managing programs or projects. Familiar with standard concepts, practices, and procedures within a particular field.

**Functional Responsibility:** Supports the planning, creation, and execution of program initiatives. Identifies resources, collaborates with service providers, manages training, provides advisory services, and manages the logistic, administration and coordination of programs.

Formulates and enforces work standards, assigns program schedules, reviews work, supervises program personnel, and communicates policies, purposes, and goals of the organization to subordinates. Is responsible for overall program performance.

**Minimum Education:** Bachelor's degree in relevant or related field

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#### **Commercial Job Title: Executive Officer I – SIN 541611 / 541611RC**

**Minimum/General Experience:** Four to six (4-6) years related experience or equivalent.

**Functional Responsibility:** Plans, develops, manages and analyzes special projects/tasks in high-level setting to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Directs and coordinates project activities and may exercise control over personnel responsible for specific functions or phases of the project. Reviews reports and records of activities to ensure progress is being accomplished toward specified objectives and modifies or changes methodology as required to redirect activities and attain objectives. Prepares detailed reports for superiors and controls expenditures in accordance with budget allocations.

Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks that include leading and directing the work of others. A wide degree of creativity and latitude are expected.

**Minimum Education:** Bachelor's degree in relevant or related field

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#### **Commercial Job Title: Executive Officer II – SIN 541611 / 541611RC**

**Minimum/General Experience:** Five to seven (5-7) years related experience or equivalent.

**Functional Responsibility:** Plans, develops, manages and analyzes special complex projects/tasks at highest organizational levels to ensure that implementation and prescribed activities are carried out in accordance with specified objectives. Plans and develops methods and procedures for implementing projects, directs and coordinates project activities, and may exercise control over



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personnel responsible for specific functions or phases of the project. Reviews reports and records of activities to ensure progress is being accomplished toward specified objectives and modifies or changes methodology as required to redirect activities and attain objectives. Prepares detailed reports for superiors and controls expenditures in accordance with budget allocations.

Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks that include leading and directing the work of others. A wide degree of creativity and latitude are expected.

**Minimum Education:** Bachelor's degree in relevant or related field

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**Commercial Job Title:** Executive I – SIN 541611 / 541611RC

**Minimum/General Experience:** Three to five (3-5) years related experience or equivalent

**Functional Responsibility:** Researches and analyzes routine administrative and/or operational support matters. Presents management with recommendations based on the results of analysis. Collects, processes, and compiles data in accordance with established guidelines. Prepares, edits, reviews, and tracks various documents and reports. Handles sensitive data at the task level. Prioritizes, facilitates, and quality controls administrative actions. Schedules appointments, arranges travel and lodging and maintains calendars.

**Minimum Education:** Bachelor's degree in relevant or related field

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**Commercial Job Title:** Executive II – SIN 541611 / 541611RC

**Minimum/General Experience:** Four to six (4-6) years related experience or equivalent

**Functional Responsibility:** Researches and analyzes routine administrative and/or operational support matters. Presents management with recommendations based on the results of analysis. Collects, processes, and compiles data in accordance with established guidelines. Prepares, edits, reviews, and tracks various documents and reports. Handles sensitive data at the task level. Prioritizes, facilitates, and quality controls administrative actions. Schedules appointments, arranges travel and lodging and maintains calendars.

**Minimum Education:** Bachelor's degree in relevant or related field

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**Commercial Job Title:** Executive III – SIN 541611 / 541611RC

**Minimum/General Experience:** Five to seven (5-7) years related experience or equivalent



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**Functional Responsibility:** Researches and analyzes routine administrative and/or operational support matters. Presents management with recommendations based on the results of analysis. Collects, processes, and compiles data in accordance with established guidelines. Prepares, edits, reviews, and tracks various documents and reports. Handles sensitive data at the task level. Prioritizes, facilitates, and quality controls administrative actions. Schedules appointments, arranges travel and lodging and maintains calendars.

**Minimum Education:** Bachelor's degree in relevant or related field

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**Commercial Job Title: Management Consultant III – SIN 541611 / 541611RC**

**Minimum/General Experience:** Fifteen (15) years of experience consulting within a particular field or industry. Possesses knowledge of best practices in the management and control of personnel, funds and resources for directing business programs.

**Functional Responsibility:** Researches and analyzes basic and complex issues surrounding the processes and systems of an organization. Makes recommendations surrounding improving processes, efficiency and practices. Simulates and tests process improvements. Communicates changes and may provide training to impacted business units.

Relies on extensive experience and judgment to plan and accomplish goals. Performs a variety of tasks that include leading and directing the work of others. A wide degree of creativity and latitude are expected.

**Minimum Education:** Bachelor's degree in relevant or related field, advanced degree preferred

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**Commercial Job Title: Project Manager II – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Five (5) years of experience managing related tasks or projects. Possesses knowledge of best practices in the management and control of personnel, funds and resources for directing information system programs.

**Functional Responsibility:** Directs completion of tasks within estimated time frames and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed.

Formulates and enforces work standards, assigns program schedules, reviews work, supervises program personnel, and communicates policies, purposes, and goals of the organization to subordinates. Is responsible for overall program performance.

**Minimum Education:** Bachelor's degree in relevant or related field.



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**Commercial Job Title: Project Manager I – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Three (3) years of in-depth experience working on related tasks or projects. Possesses knowledge of best practices in the management and control of personnel, funds and resources for directing information system programs.

**Functional Responsibility:** Formulates and enforces work standards, assigns program schedules, reviews work, supervises program personnel, and communicates policies, purposes, and goals of the organization to subordinates. Is responsible for overall program performance.

**Minimum Education:** Bachelor's degree in relevant or related field, or four (4) additional years of experience.

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**Commercial Job Title: Task Lead – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Three (3) years of in-depth experience working on related tasks or projects.

**Functional Responsibility:** Responsible for overseeing the accomplishment of specific tasks on the project, and oversees staff assigned to them. Reviews work for quality and reports any problems to upper management while proposing solutions. May be required to meet schedules and complete task within budgets.

**Minimum Education:** High School diploma

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**Commercial Job Title: Financial Contracts Administrator – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Five (5) years of financial responsibility overseeing project budgeting and cost control, as well as other project administrative duties.

**Functional Responsibility:** Supports the Program Manager and/or Project Manager in meeting the administrative requirements of large projects. Manages all aspects of contract administration, and coordinates estimates of costs, performance requirements, and delivery schedules.

Prepares budgets, bids, specifications, and progress reports. Tracks contract resources and ensures compliance to contract specifications. Works independently without direct supervision.

Process invoices and receiving reports via electronic systems such as Wide Area Workflow (WAWF). Review payment status in Accounts Payable systems such as the Integrated Accounts Payable System (Air Force) and the Base Query (Air Force) system. Work with vendors on invoice issues and/or problems. Train users (government) on WAWF.



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Coordinate with government accounting systems, such as DFAS, to ensure timely input of invoices and receiving reports.

**Minimum Education:** Bachelor's degree or four (4) additional years of experience.

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**Commercial Job Title:** Senior Administrative Assistant – SIN 541910, 561920 / 541910RC, 561920RC

**Minimum/General Experience:** Three (3) years of administrative office experience. More than adequate knowledge of general office applications such as Microsoft Word, Excel, and PowerPoint, or Corel WordPerfect, as required. Knowledge of presentation software (MS PowerPoint) a plus. Able to check work for quality and supervise junior staff.

**Functional Responsibility:** Supports the Program Manager and/ or Project Manager in meeting the administrative requirements of projects. Coordinates meetings, travel arrangements, and office schedules. Prepares project reports from materials provided by project staff. May be responsible for timecard and travel expense voucher submittals, and other administrative duties. Works under minimal supervision.

Duties may include word processing, copying, faxing, generation of name tags, signs, correspondence with client and constituents (phone, e-mail, fax), reception of guests at conferences, and preparing conference materials/package (i.e., agenda, handouts, publications and promotional items).

**Minimum Education:** High School diploma or three (3) additional years of experience

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**Commercial Job Title:** Administrative Assistant – SIN 541910, 561920 / 541910RC, 561920RC

**Minimum/General Experience:** One (1) year of general office experience. General knowledge of general office applications such as Microsoft Word, Excel, and PowerPoint, or Corel WordPerfect, as required. Knowledge of presentation software (MS PowerPoint) a plus.

**Functional Responsibility:** Supports project staff in meeting the administrative requirements of projects. Assists with the coordination of meetings, travel arrangements, and office schedules. Helps prepares project reports from materials provided by project staff. May be responsible for timecard and travel expense voucher submittals, and other administrative duties.

Duties may include word processing, copying, faxing, generation of name tags, signs, correspondence with client and constituents (phone, e-mail, fax), reception of guests at conferences, and preparing conference materials/package (i.e., agenda, handouts, publications and promotional items). Works under daily supervision.

**Minimum Education:** High School diploma or two (2) years of additional experience.



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**Commercial Job Title: Technical Writer/Editor – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Five (5) years of editing/writing experience.

**Functional Responsibility:** Writes and edits documents, including conference materials, operational reports, technical manuals, and other types of publications. Coordinates with graphic artists and writers in preparing documents for internal and external distribution. Conducts technical research and collaborates with technical professionals. May write manuals and documentation at user level, technical support level, or both. Works independently with minimal direct supervision.

**Minimum Education:** Bachelor's degree or five (5) additional years of experience.

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**Commercial Job Title: Data Entry Level II – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Two (2) years of related data entry experience using similar computer software. Knows how to use basic computer functions. Accurate and efficient input of data into documents.

**Functional Responsibility:**

- Enters data into computerized form
- Validates data
- May talk to customer during or after data entry to obtain data
- Performs quality check on work

Works under daily supervision of senior staff.

**Minimum Education:** High School diploma or two (2) additional years of similar experience.

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**Commercial Job Title: Data Entry Level I – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One year of general experience with ability to accurately and efficiently enter data.

**Functional Responsibility:** Enters data into computerized form. Validates data. May talk to customer during or after data entry to obtain data. Performs quality check on work. Works under daily supervision of senior staff.

**Minimum Education:** High School diploma or two (2) years of similar experience.





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**Commercial Job Title: Reproduction Specialist – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One (1) year of general office experience. Ability to operate copier equipment.

**Functional Responsibility:** Makes copies of documents. Collates and staples, and staples and inserts into binders as required. Checks documents for quality control. Interacts with customers to receive documents and notify when complete. Works under daily supervision of senior staff.

**Minimum Education:** High School diploma, GED or two (2) additional years of related experience

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**Commercial Job Title: Public Relations Specialist – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One (1) year of general office experience. Good telephone manners and ability to explain program activities and goals to people.

**Functional Responsibility:** Uses telephone to contact clients or customers. Explains program details and discusses involvement. Coordinates schedules and provides directions. Follows up to ensure maximum participation. Maintain paperwork and proper logs of all calls. Requires minimal supervision.

**Minimum Education:** High School diploma or two (2) years of similar experience.

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**Commercial Job Title: Senior Customer Support Specialist – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One (1) year of customer support experience. Pleasant and professional telephone demeanor required.

**Functional Responsibility:** Responds to telephone inquiries and provides information about services. Handles difficult or complex questions referred by Customer Support Specialists. Refers calls to other agencies/programs as appropriate. Enters call data into database. Reviews database for accuracy. Provides some staff leadership and supervision. Maintains up-to-date knowledge of topics in order to respond to inquiries.

**Minimum Education:** High School diploma or two (2) years of additional experience.





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**Commercial Job Title: Customer Support Specialist – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One (1) year of general office experience. Pleasant and professional telephone demeanor required.

**Functional Responsibility:** Responds to telephone inquiries and provides information about services. Refers calls to other agencies/programs as appropriate. Refers difficult or complex questions to supervisors/Senior Customer Support Specialists. Enters call data into database. Maintains up-to-date knowledge of topics in order to respond to inquiries.

**Minimum Education:** High School diploma or two (2) years of additional experience.

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**Commercial Job Title: Conference Director – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Five (5) years of related experience. Experienced in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods. Also has experience with principles and processes for providing customer services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.

**Functional Responsibility:** The Conference Director is responsible for the full completion of all contract tasks and deliverables. Manages a professional conference management team and provides strategic planning to coordinate administrative and logistical support for international elections with an international humanitarian organization. Negotiates property and equipment leases. Provides financial analysis: budget generation, ongoing analysis of expenditures to ensure adherence to budget, including direct labor. Develops travel procedure to facilitate reconciliation and refunds. Manages national and international training programs. Interviews and hires technical, administrative and management personnel.

**Minimum Education:** High School diploma or two (2) years of additional experience.

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**Commercial Job Title: Conference Manager – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** Two (2) years of related experience. Knowledge of the principles and practices of travel agency management, tour arranging and planning, convention and event planning, travel industry operations and procedures, including air, ground and other modes of transportation.

**Functional Responsibility:** The Conference Manager is responsible for all conference activities and tasks. Manages a professional conference management team. Oversees all conference logistics and planning activities. Negotiates property and equipment leases. Provides ongoing



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analysis of expenditures to ensure adherence to budget, including direct labor. Manages travel plans for conference participants and staff.

Coordinates conference events with conference and facility staff. Prepares conference reports. Oversees conference expense reimbursement process.

**Minimum Education:** High School diploma or two (2) years of additional experience.

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**Commercial Job Title: Conference Coordinator – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One (1) year of general office experience.

**Functional Responsibility:** Under the supervision of the Conference Manager, the Conference Coordinator's duties shall include, but not be limited to: prepares documentation to include promotional/ registration materials, confirmations, presentations, participant list, pre-event roster, welcome letters, conference evaluation forms. Develop and maintain conference database, verify accuracy via phone, email, fax, etc. Receive and record conference registration and fees into conference database. Verify onsite attendance with conference database. Provide updated lists of participants to Conference Manager for distribution to client. Reconcile registered/ confirmed participants with room reservations, resolve any discrepancies and include in status reports. Arrange/Coordinate air/ground transportation and hotel accommodations. Prepare weekly conference management activity reports to submit to Conference Manager. Provide support for onsite Business Center. Collect and tabulate conference evaluation forms.

**Minimum Education:** High School diploma or two (2) years of additional experience.

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**Commercial Job Title: Conference Support Specialist – SIN 541910, 561920 / 541910RC, 561920RC**

**Minimum/General Experience:** One (1) year of general office experience.

**Functional Responsibility:** The Conference Support Specialist's duties will include, but not be limited to: Set-up and maintain registration desk. Direct participants to designated areas. Assist Technical Support Specialist as needed.

Answer questions from participants regarding conference information and specified instructions given by team leaders or chairpersons. Provide assistance with display setup. Respond to conference room contingencies. Assist Administrative Assistant in preparing conference packages, table tents and name badges. Assist participants with reformatting and generating presentation materials. Maintain cleanliness and order of conference rooms being used by participants. Prepare conference materials for shipping/ transport. Perform other administrative functions, as required.



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**Minimum Education:** High School diploma or two (2) years of additional experience.

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**Commercial Job Title:** Information Specialist – SIN 541910, 561920 / 541910RC, 561920RC

**Minimum/General Experience:** Two (2) years of relevant information technology (IT) experience. Competent in specific field such as database development/ design.

**Functional Responsibility:** Maintain computerized database or other simple application. Input data into system/ database. Verify accuracy and integrity of data. Produce reports and mailing lists/labels as required.

**Minimum Education:** High School diploma or two (2) years of additional experience.

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**Commercial Job Title:** Technical Support Specialist – SIN 541910, 561920 / 541910RC, 561920RC

**Minimum/General Experience:** Three (3) years of relevant information technology (IT) experience. Demonstrated knowledge of computer hardware and software, including applications and programming.

**Functional Responsibility:** Assembles, installs, operates, maintains, and repairs computers and related devices. Manages data systems and networks. Evaluates and recommends solutions for business needs. Provides information regarding status of equipment to management as required.

**Minimum Education:** High School diploma or two (2) years of additional experience.